

A nighttime photograph of the London skyline. The London Eye is the central focus on the left, illuminated with white lights. In the background, the Houses of Parliament and Big Ben are brightly lit with warm yellow lights. The River Thames flows through the scene, with several bridges visible, including the Gherkin Bridge in the foreground. The sky is a deep blue with some light clouds.

# Customer eXperience Summit 2019

London 21<sup>st</sup> March 19



# Customer eXperience Summit 2019

London  
21<sup>st</sup> March 2019



Customer eXperience  
Summit 2019

# Welcome

Scott Wickware  
GM, EMEA



# Why we host the Summit

So you can ...

**Compare stories**

**Meet and learn  
from us and  
each other**

**Build new  
relationships**





150

84

14

# Customer speakers – CXS EU 2019



***centrica***





# Agenda – Tuesday morning

9:30 – 9:40: Welcome & Introduction

9:40 – 11:00: Transforming Customer Engagement in the Age of AI

11:00 – 11:30: Break & Demos

11:30 – 12:10: Be Where Your Customers Are: How to Engage, Intelligently

12:10 – 12:50: Who Do You Think You Are Talking To?

12:50 – 14:00: Preview of After Lunch Tracks, Lunch Break & Demos



# Agenda – Tuesday afternoon

**14:00 – 15:00: Breakout Sessions 1<sup>st</sup> Round**

**15:15 – 16:15: Breakout Sessions 2<sup>st</sup> Round**

**16:15 – 16:40: Break & Demos**

**16:40 – 17:20: Keynote Speaker: Miles Hilton-Barber**

**17:20 – 19:30: Closing, Networking Reception – Knight Lounge 1 & 2**

# Breakout Sessions!

Discuss key issues while networking with peers

Breakout session  
**Omni-channel  
customer  
engagement,  
intelligently delivered.**

Location: Duke Suite

Breakout session  
**Biometrics  
Authentication and  
Fraud Prevention  
Solutions.**

Location: Baron Room

Breakout session  
**The Modern Voice.  
Powered by AI.**

Location: Waterloo Suite

## Demonstrations – Mayor Suite

- Security
- Digital
- Pathfinder
- Business Consulting Services



**Thank you**